



# Employment Service (ES) Manual

Policy Issuance (PI) No. 07-35

# Background

- The Wagner-Peyser Act created US Employment Service.
- ES Manual provides guidance, rules and policy to follow to meet the requirements of this act.



# ES Manual Format Change

- Previous to February 2008, links to the ES Manual could be found in several places on the One Stop MIS.
- **These links have been removed.**
- Since February 12, 2008, the manual is released as a Policy Issuance, **PI 07-35.**



# ES Manual Online

- To access the ES Manual, use this link:  
<http://web.michworks.org/ESA/policies/07-35.pdf>

- All other links to ES Manuals are *obsolete*.
- The current ES Manual revision date is *February 2008*.
- ***DISCARD*** any and all other versions.





# Why this webinar?

- DLEG-BWT policy requires issuance and timely updating of the ES manual to provide guidance to local ES program administrators and service providers.
- The purpose of this webinar is to give a brief summary of the types of information and instructions included in the ES Manual.

# Primary ES Manual Sections

- State of Michigan Labor Exchange,
- Disclosure of Information,
- Services to Employers,
- Services to Job Seekers,
- Counseling and Assessment,
- Employment Service System,
- Agricultural Labor Exchange.





# Sec. 001: The State of Michigan Labor Exchange

- DLEG-BWT administers the labor exchange through local Michigan Works! Agencies.
- A minimum of services is required and is listed in the manual.





## List of Related Laws



- Sections 001-A, 030 and 040 provide a list of all of the laws and regulations that govern the state labor exchange in Michigan.
- All labor exchange opportunities and services, including applications, job listings, and complaint resolution, must meet the standards specified in the laws.

# Information Sharing, FOIA and the ES Complaint System

- Sec. 050 – Information Sharing.
- Sec. 055 – Freedom of Information Act.
- Sec. 075 – ES Complaint System.





# Sec.100-199 Services to Employers

- Policy: to help employers find qualified workers:
  - Providing Michigan Talent Bank,
  - Providing facilitated and mediated services.
- Specifies MWA procedures:
  - To assist employers with registering in MTB,
  - Rules about Job Orders.



# More on Job Orders

- Sec. 103-A details the types of Job Orders that are prohibited. Some examples are job orders from third parties, job orders involving strikes, lock outs or pickets, and job orders when there is no immediate opening, to name a few.



## Other Job Order Details

- Federal Contractor Job Listings (FCJL) must be posted immediately. (Sec. 103-A)
- Bona Fide Occupational Qualifications (BFOQ) are allowed within the law. (Sec. 103-B)
- Non-BFOQ's are not allowed. (Sec. 104)

## Out of State Employers (Sec. 106-B)

- Can recruit workers for their Michigan location.
- Can recruit Michigan Workers for a job in a contiguous state (Indiana, Ohio, Wisconsin).
- Can recruit TAA/NAFTA eligibles for work in another state.





## Fidelity Bonding Program (Sec. 112)

- [www.michigan.gov/fidelitybonding](http://www.michigan.gov/fidelitybonding)
- Webinar was aired on October 22 covering this topic.
- PPT and notes are at [www.michigan.gov/bwt](http://www.michigan.gov/bwt)



# Misuse of MTB – (Sec. 113)

Describes:

- Process for discontinuing the use of MTB by employers who abuse or misuse the system.
- Process for reinstatement is also covered.
- Specific steps for BWT and MWAs are outlined.





# Services to Job Seekers

- Sec. 200: Talent Bank Registrations;
- Sec. 201-C: Services to Unemployment Claimants;
- Sec. 301-D MTB User ID and Pin Lookup.



## Sec. 201-G UI Work Test Non-compliance

- Work test helps assure that claimants are **able, available and seeking work.**
- It is the *responsibility of the ES provider* to report incidents of non-compliance.
- MWAs must report non-compliance using form DLEG-BWP 303, Claimant Advice Slip.





# Unemployment Insurance Claimant Services

- MWAs must provide assistance to anyone filing a claim (Sec. 202):
  - Includes making printed materials available
  - Allow use of telephones, fax, computers, copy machines to file claims.
  - Refer claimants to UIA for answers to questions.
- Sec. 203 Describes the Profiling program, policies, procedures and reporting.



## Referral Numbers for UIA

- The Claims Filing/Inquiry Line at: 1-866-500-0017 or at: 1-866-366-0004 for TTY callers;
- The Claimant Customer Relations Hotline at: 1-800-638-3995;
- The Michigan Automated Response Voice Interactive Network (MARVIN) at: 1-866-638-3993;
- The UIA website at [www.michigan.gov/uia](http://www.michigan.gov/uia)



## **UIA Problem Resolution Offices**

**Gaylord** - 400 W. Main St., Suite 102, Gaylord, MI 49735

**Grand Rapids** - 3391A Plainfield NE, Grand Rapids, MI 49525

**Lansing** - 5015 S. Cedar St., Lansing, MI 48910

**Livonia** - 33523 W. 8 Mile Rd., Livonia, MI 48152

**Marquette** - 2833 U.S. 41 West, Marquette, MI 49855

**Saginaw** - 614 Johnson St., Saginaw, MI 48607

# Customer Service for Disabled Job Seekers.

- Sec. 205: Remember that all customers are individuals. Persons with disabilities come in all shapes and sizes with diverse personalities, abilities, interests, needs, and preferences. Don't make assumptions!
- Sec. 206: Information on Michigan Rehabilitation Service.



# Training Approval for UI Claimants

- Sec. 207: step by step process to advise UIA whether a waiver for seeking work should be granted to claimants who desire to attend school.
- Sec. 208: describes the No Worker Left Behind program and additional ways to help job seekers who need retraining.



- Counseling and Assessment
  - (Sec. 300-399)







# Employment Service System (Sec. 400)

- Defines
  - Standard services
  - Facilitated services
  - Mediated services
- Provides examples of each type of service for job seekers and employers.
- Identifies the OSMIS system as the reporting system for all ES services. (Sec. 402)





# Referral of Job Seekers for Placement (Sec. 403)

- Includes definitions
  - Entered employment
  - Job referral
  - Placement
- Identifies procedures and policies
  - Compliance with laws
  - Wages
  - Veteran's preference
  - Job Orders



## Veterans, Sec. 405

- Sec. 405-A identifies the laws that provide for special services to veterans.
- Sec. 405-B gives definitions for all types of veterans terms.
- Sec. 405-C identifies policy that mandates services to veterans in referral to employment, qualified job training and special programs for veterans.
- Sec. 405-D, 405-E lists specific veterans policies for MWAs and DLEG-BWT to follow.



# Agricultural Labor Exchange, Sec. 500-599



- Provides:
  - Background,
  - Definitions,
  - ES Procedures,
  - Policy and procedures on MTB resume for Agricultural Workers,
  - Specific policy regarding crews and crew leaders, housing and job orders.

## To Summarize:

- You can find the E.S. Manual online at this URL:  
<http://web.michworks.org/ESA/policies/07-35.pdf>
- A new policy issuance, or a Change to 07-35, will be issued when required.



## **Contacts for Questions:**

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**E.S. Manual: Policy Issuance 07-35**  
will be posted on [www.michigan.gov/bwt](http://www.michigan.gov/bwt) in the  
next few days.

Please send an email to Lisa Ross,  
[rossL5@michigan.gov](mailto:rossL5@michigan.gov) to request a copy of the  
PowerPoint.

Today's Presenter was Darlene Hubsky  
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